

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TRAINING COORDINATOR
HUMAN RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of responsible, technical and administrative work to support the training activities of the City's Human Resources Department. Employee reports to the Human Resources Director or Assistant Human Resources Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class develops and implements training programs for the City through the Human Resources Department. Work involves developing training policies, identifying training needs, and implementing a City-wide training program. Work also involves preparing reports and presentations, developing recommendations for training programs, and maintenance (including set-up and take-down, and supply and equipment inventory and maintenance) of the Training Room. Responsibilities include administering the City's Corporate University program, developing/writing training curriculum and conducting training, and administering the funds appropriated for City-wide training activities. Employee facilitates and manages the activities of the City's quality improvement program. Employee works closely with the City Manager/Assistant City Manager to maintain alignment of the quality improvement program with the City's mission and goals. Employee must exercise independent judgment, creativity and initiative in completing assignments. Work is performed under limited supervision of the Human Resources Director or Assistant Human Resources Director and is evaluated through assessment of the efficiency of training operations and the quality of service to department personnel.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Plans curriculum for City-wide training programs; schedules sequence of classroom instruction, demonstrations, speakers, etc., as appropriate; compiles background or supplementary training materials for course work, ordering books and materials as necessary, and coordinates distribution or loan of materials; contacts and schedules lectures by outside experts, coordinating availability of necessary materials and equipment, as appropriate.

Works with and responds to training requests from department directors; coordinates department needs with overall City-wide needs.

Coordinates training schedules and materials; oversees printing and distribution of training materials.

Develops policies related to training.

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Utilizes computerized data entry equipment and various word processing, spreadsheet, file maintenance , and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes information for standard reports, selecting data from varied sources.

Answers questions from employees or the public concerning training policies and/or procedures.

Attends training-related meetings and conferences as a participant or as staff; reviews professional literature to enhance and maintain knowledge of trends and developments in the field of training..

Assists in the development of City-wide training line item of department budget; gathers pertinent data and processes information.

Acts as a point of contact for the City in regards to training and provides information or refers inquiries to proper staff.

Organizes, administers, and facilitates the function of the Lead Team and Quality Council as part of the City's quality improvement program.

Coordinates facilitators and assigns facilitator to quality team as appropriate.

Maintains training database to ensure data is accurately entered and current.

Supports City-wide training programs through scheduling, set-up, instruction and evaluation.

Assesses City-wide training needs, evaluates impact, and makes recommendations for training projects and program improvements.

Assists in planning, coordinating, and implementing training programs.

Assists, plans and consults with the Human Resources Director and/or Assistant Human Resources Director to assure a coordinated approach is taken as the City performs training and development, and curriculum planning.

Performs Training Room set-up and clean-up; maintains inventory of supplies and equipment; submits recommendations regarding the purchase of new equipment and/or room renovations.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of modern training principles and practices.

Considerable knowledge of City and departmental rules, regulations, policies and procedures.

Knowledge of principles of total quality management.

Knowledge of principles and techniques of adult education as applicable to an in-service training program.

Knowledge of the principles of group facilitation.

Knowledge of human resources.

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Considerable knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs (Microsoft Windows applications and PowerPoint).

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in organizing work flow and coordinating activities.

Skill in the operation of a typewriter or computer driven data entry equipment.

Ability to multi-task and prioritize numerous work assignments.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to communicate effectively in oral and written form.

Ability to supervise or coordinate the work of others.

Ability to make effective group presentations.

Ability to facilitate group decision-making.

Ability to function as a team player in a work group.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in business administration or a related field and 1-3 years of administrative and/or human resources experience which includes training adults; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

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Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

April, 2003
Salary Grade 15
Non-Exempt